

Resolution Authorizing CEO Andrea Barton Reeves to Negotiate and Enter into a Contract with United Way 211

WHEREAS, employer registration on the CT Paid Leave portal will commence on November 1, 2020 and the obligation to remit employee contributions will commence on January 1, 2021; and

WHEREAS, the CT Paid Leave Authority anticipates that employers, third party administrators/payroll processors and employees will request live-person assistance and information regarding their obligations and procedures in addition to the information available through the portal; and

WHEREAS, the experiences of Washington and Massachusetts demonstrate that the volume of such calls for assistance are likely to fluctuate greatly and are likely to spike in the days leading up to the November 1st registration and the January 2021 payroll deduction milestones; and

WHEREAS, the process of building and staffing a call center within the CT Paid Leave Authority includes, but is not limited to, procuring and contracting for a telephony solution and related equipment; building and installing the telephony solution; recruiting and hiring staff; training staff on the telephony solution and the CT Paid Leave law; and, potentially, siting a location for the call center, negotiating a lease and purchasing office equipment, which activities are complex and time-consuming; and

WHEREAS, the costs associated with building and staffing a call center are substantial; and

WHEREAS, the process for engaging in a competitive solicitation for a call center solution includes developing a statement of work, publishing a request for proposals, analyzing the proposals, selecting a preferred vendor, negotiating a contract, and training the vendor's staff; and

WHEREAS, during this same time-frame the Paid Leave Authority must also continue to devote its resources to complying with statutory requirements relating to the completion of the employer contribution platform, the creation of the private plan application process and the ongoing requirement to engage in outreach and education; and

WHEREAS, the CT Paid Leave Authority is still in the process of analyzing the requirements for its claims administration responsibilities, including but not limited to the question of whether such claims administration solution should incorporate call center functionality, which may supersede any call center solution developed to handle the calls that are likely during the next 12 months; and

WHEREAS, United Way 211 is an existing, well-recognized, and highly respected organization that has contracts with several state agencies, including the Department of Social Services, the Department of Public Health and the Department of Housing, to provide call center services, and has the capacity to contract with the CT Paid Leave Authority; and

WHEREAS, the Plan of Operations adopted by the Board of Directors of the Authority on June 25, 2020 authorizes the Chief Executive Officer to engage in a sole source procurement when she determines that it is appropriate and in the best interests of the Authority; and

WHEREAS, on June 25, 2020, the Board of Directors adopted a resolution authorizing the Chief Executive Officer enter into and execute contracts and instruments in accordance with the Board-approved policies of the Authority, and

WHEREAS, the Board must approve any non-budgeted expenditures of greater than \$5,000.

NOW, THEREFORE, BE IT

RESOLVED that in order ensure that a call center, with staff who are in the CT Paid Leave laws, is fully operational when employers, employees and other stakeholders need such assistance, a sole source procurement is appropriate and in the best interests of the Paid Leave Authority; and

RESOLVED that the Board hereby authorizes the Chief Executive Officer to negotiate and enter into a contract with United Way/211 for the provision of call center services provided that the contract contain such other terms and conditions as the Chief Executive Officer shall deem to be in the best interests of the Authority.